

## Toshiba America Information Systems (TAIS) Storage Device Division

### Return Merchandise Authorization Form

Telephone: 510-651-6798

Fax: 510-623-9893

E-mail: [sdd@pcs-sj.com](mailto:sdd@pcs-sj.com)

INSTRUCTIONS: Complete the form below to obtain a Return Merchandise Authorization Number (RMA#). Please note this form is only used for Toshiba SDD Product (s) and that an RMA number is required to return any product(s) for repair. Once the RMA number is processed, we will email or fax you with the RMA number and shipping instructions.

You can also fill out the RMA Request Form to obtain an RMA# at this website: If you experience any difficulties of submitting this form, you can print and fax to 510-623-9893. If you want this form emailed to you, please click on [sdd@pcs-sj.com](mailto:sdd@pcs-sj.com)

**Please provide the following Shipping and Contact information:**

|               |  |               |                |           |
|---------------|--|---------------|----------------|-----------|
| Company Name: |  | Contact Name: |                |           |
| Address:      |  | City:         | State:         | Zip Code: |
| Work Phone:   |  |               | Home Phone:    |           |
| Fax Number:   |  |               | Email Address: |           |

**\*\*Billing information is required if you choose Advance Replacement. \*\***

|          |  |               |        |           |
|----------|--|---------------|--------|-----------|
| Bill To: |  | Contact Name: |        |           |
| Address: |  | City:         | State: | Zip Code: |

**Please provide the following production information:**

| Drive Model | Drive from<br>Toshiba Laptop<br>(Yes/No) | Part number | Serial Number | Problem Description | QTY |
|-------------|--|-------------|---------------|---------------------|-----|
|             |  |             |               |                     |     |
|             |  |             |               |                     |     |
|             |  |             |               |                     |     |
|             |  |             |               |                     |     |

\*\*\* For Hard Drives, please include 12 character part number.....HDDXXXX X XXXX\*\*\*

|  |   |                                 |                  |                   |                  |
|--|---|---------------------------------|------------------|-------------------|------------------|
| <input type="checkbox"/>   | Check here for an Advance Replacement. Toshiba will charge a refundable <b>DEPOSIT</b> to your credit card upon receipt of the defective drive (s); Toshiba will apply a credit for the amount charged. |                                 |                  |                   |                  |
| <input type="checkbox"/>   | Check here for Overnight Delivery charge. <b>\$30.00 NON-REFUNDABLE</b>   |                                 |                  |                   |                  |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: none;"><b>DEPOSIT amount per unit:</b></td> <td style="border: none;">HDD: \$350.00</td> <td style="border: none;">DVD-ROM: \$200.00</td> <td style="border: none;">CD-ROM: \$200.00</td> </tr> </table> |   | <b>DEPOSIT amount per unit:</b> | HDD: \$350.00    | DVD-ROM: \$200.00 | CD-ROM: \$200.00 |
| <b>DEPOSIT amount per unit:</b>  | HDD: \$350.00   | DVD-ROM: \$200.00               | CD-ROM: \$200.00 |                   |                  |

**Credit Card Information:**

|                      |                  |
|----------------------|------------------|
| Type of credit Card: | Cardholder Name: |
| Card Number:         | Expiration Date: |

**FOR CANADA CUSTOMERS ONLY:** -Toshiba is not responsible for any custom duties or taxes levied by the Canadian government, on the products shipment to or its return from the repair center.  
-All transactions will be in U.S. dollars only.

**WHEN CONSIGNING PRODUCT TO TOSHIBA'S STORAGE DEVICES REPAIR CENTER, THE CUSTOMER AGREES TO THE FOLLOWING CONDITIONS:**

Toshiba Disk Products Repair Center 47951 Westinghouse Drive, Dock #1· Fremont, CA 94539 · Phone: (510) 651-6798 · Fax: (510) 623-9893

1. **REPAIR WARRANTY:** All warranties are void if Toshiba finds that Product(s) is abused, physically damaged or altered in any way without prior written authorization.
2. **OUT OF WARRANTY PRODUCT:** Out of Warranty products are repaired only with the customer's prior approval. For Out-of- Warranty repair charges, please contact the Repair Center at 510-651-6798.
3. **PACKAGING:** Please clearly mark the RMA# on the outside of the packaging. Damage or loss of goods during shipment is the sole responsibility of the customer. Products must be returned in their original carton or in packaging of equal or greater quality. Appropriate care must be taken to protect the drive from damage or the warranty will be voided. Do not use "popcorn" or paper as filler as they do not sufficiently protect the drive. Toshiba is not liable for any accessories shipped with the drive (e.g. connectors, brackets, media, software, CD(s), manual, etc.). DO NOT return anything but the drive.
4. **RMA NUMBER:** An RMA number is required. Any product returned without a valid RMA or no RMA number will be refused and returned to the sender. RMA numbers are only valid for 45 days from the date they are issued.
5. **PRODUCT:** Ship only the product specified on the original RMA request, do not include any additional item (s). Any additional item(s) will require a new RMA number.
6. **SHIPPING COST:** The Customer is responsible for the cost of shipment to the Repair Center and Toshiba SDD will be responsible for the cost of the shipment back to customer.
7. **SHIP TO:** TOSHIBA STORAGE DEVICE DIVISION REPAIR CENTER  
47951 WESTINGHOUSE DR. DOCK # 1  
FREMONT, CA. 94539